**Quality Management Plan**

**Covid-19 Contact Tracing System**

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**Project Management**

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# Introduction

The Quality Management Plan for the COVID-19 Contact Tracing System Project will establish the activities, processes, and procedures for ensuring a quality product upon the conclusion of the project. The purpose of this plan is to:

* Ensure quality is planned
* Define how quality will be managed
* Define quality assurance activities
* Define quality control activities
* Define acceptable quality standards

# Quality Management Approach

The quality management approach for COVID-19 Contact Tracing System Project will ensure quality is planned for both the product and processes. In order to be successful, this project will meet its quality objectives by utilizing an integrated quality approach to define quality standards, measure quality and continuously improve quality.

Product quality for the COVID-19 Contact Tracing System Project will be defined by the company’s current standards and criteria for its fiber optic cable family. The focus is on the project’s deliverable and the standards and criteria being used will ensure the product meets established quality standards and customer satisfaction.

Process quality for the COVID-19 Contact Tracing System Project will focus on the processes by which the project deliverable will be created. Establishing process quality standards will ensure that all activities conform to an organizational standard which results in the successful delivery of the product.

Metrics will be established and used to measure quality throughout the project life cycle for the product and processes. The Quality Group Manager will be responsible for working with the project team to define these metrics, conduct measurements, and analyze results. These product and process measurements will be used as one criterion in determining the success of the project and must be reviewed by the project sponsor. Metrics will include:

* Schedule
* Resources
* Cost

Quality improvements will be identified by any member of the project team or quality group. Each recommendation will be reviewed to determine the cost versus benefit of implementing the improvement and how the improvement will impact the product or processes. If an improvement is implemented the project manager will update all project documentation to include the improvement and the quality manager will update the organizational documentation the improvement affects.

# Quality Requirements / Standards

***Product Quality:***

The product quality standards and requirements will be determined by the project team and quality group. There may be product-specific quality standards identified that are not currently part of the documented organizational standards. In this case, the quality group will review these newly identified standards and incorporate them into organizational documentation if approved. The project team will also document any newly identified quality standards into the project plan and ensure communication with all stakeholders.

As trial products are measured at pre-determined intervals, we will know that the product is compliant with quality standards once we achieve ten consecutive trial runs resulting of cable which is 100% within acceptable quality control margins.

***Process Quality:***

The process quality standards and requirements will be determined by the project team and quality group. The COVID-19 Contact Tracing System Project team will work with the quality group to establish acceptable standards and document these standards for incorporation into both organizational process documents as well as the COVID-19 Contact Tracing System Project plan. These standards will be communicated to all project stakeholders.

The quality manager will provide day to day quality management and conduct process audits on a weekly basis, monitor process performance metrics, and assure all processes comply with project and organizational standards. If discrepancies are found, the quality manager will meet with the Project Manager and review the identified discrepancies.

The Project Manager will schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of project processes, any discrepancies and/or audit findings from the quality manager, and a discussion on process improvement initiatives.

Process improvement is another aspect of quality assurance. Quality assurance reviews, findings, and assessments should always result in some form of process improvement and, as a result, product improvement. All process improvement efforts must be documented, implemented, and communicated to all stakeholders as changes are made.

# Quality Control Measurements

All COVID-19 Contact Tracing System Project and processes must be measured and fall within the established standards and tolerances. The below logs will be used by the project and quality teams in conducting these measurements and will be maintained for use as supporting documentation for the project’s acceptance.

***Quality Assurance Log***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Trial # | Date | Process Measured | Required Value | Actual Measured | Acceptable? (Y/N) | Recommendation | Date Resolved |
|  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |

***Quality Control Log***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Cable # | Date | Item Measured | Required Value | Actual Measured | Acceptable? (Y/N) | Recommendation | Date Resolved |
|  |  |  |  |  |  |  |  |
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